

UNITED STATES MARINE CORPS  
Marine Corps Base  
Camp Lejeune, North Carolina 28542-5001

BO 11800.1A  
EDMP  
26 MAR 1991

BASE ORDER 11800.1A

From: Commanding General  
To: Distribution List

Subj: BASE QUALITY IMPROVEMENT PROGRAM

Ref: (a) MCO 1650.17F  
(b) CPI 451 (NOTAL)  
(c) MCO 5220.11

Encl: (1) Quality Improvement Program Proposal Form (MCBCL 11800 (Rev. 3-91))  
(2) Award Guidelines  
(3) Scales for Determining Amount of Cash Award

1. Purpose. To establish policy, procedures, and responsibilities for administration of the Base Quality Improvement Program.

2. Cancellation. BO 11800.1, BO 12451.2 and Enclosure (2) of BO 12451.3A.

3. Background

a. Marine Corps Base, Camp Lejeune has a national reputation for excellence. This reputation led to designation of Marine Corps Base, Camp Lejeune as a DoD Model Installation and receipt of the Commander-in-Chief's Award for Installation Excellence. The high level of excellence at Camp Lejeune is a result of the constant pursuit of new ideas and the strong commitment of all military and civilian personnel to improving base operations.

b. In order to strengthen the process for improving base operations, this Order combines the Model Installation Program and the Beneficial Suggestion Program and provides a single process for submitting improvement ideas.

4. Policy

a. It is the policy of this command to direct maximum effort toward improving the quality of the base support provided to the tenant units garrisoned at Camp Lejeune.

b. All military, civil service, and NAF personnel are encouraged to participate in the Base Quality Improvement Program and contribute ideas to improve any aspect of base operations.

c. Waivers of regulations may be requested if necessary to implement any proposal.

d. All Base Quality Improvement Program proposals will be thoroughly reviewed and will receive careful consideration. The Commanding General will retain sole authority for disapproval of proposals to ensure all proposals receive full consideration.

e. New methods and ideas are encouraged and test projects will be used whenever necessary to validate new ideas prior to final adoption.

f. The purpose of the Base Quality Improvement Program is to find ways to use current money and manpower resources to better advantage. Therefore, current overall funding levels will not be increased as a result of Base Quality Improvement Program proposals.

g. Individuals and groups that generate savings and improvements will be recognized by monetary awards and/or meritorious awards, certificates, etc.

## 5. Information

a. Submission of Proposals. All Base Quality Improvement proposals will be submitted on MCBCL Form 11800 (Rev. 3-91) (see enclosure (1)). All proposals will be submitted to the Executive Director, Management and Plans (EDMP) for initial processing. Proposals may be submitted via the regular chain of command or directly to the EDMP.

b. Availability of Base Quality Improvement Program Proposal Form. MCBCL Form 11800 (Rev. 3-91) will be stocked at Management and Plans, Building 13, extension 2574/1577. Unit of issue for requisitioning purposes is per copy basis.

c. Evaluation of Proposals will be processed promptly while ensuring a thorough and objective review. All proposals will be initially received and logged by the EDMP and staffed to the MCB department having functional cognizance. EDMP personnel will provide administrative and analytical support as necessary and will document each proposal for submission to the next level of review. EDMP will provide reporting information on all proposals as required to the Civilian Personnel Director for inclusion in Incentive Award Program reports.

(1) The following officials are authorized to approve proposals that do not require a change to a Base Order or a higher level directive and may approve cash awards of \$1,000 or less. Approval of the Commanding General is required for cash awards \$1,001 to \$5,000 for civilian and military personnel:

Assistant Chiefs of Staff  
Organization Commanders  
Exec Director, Mgmt/Plans  
Civilian Personnel Director  
Chaplain  
Director, RASC

Director, Human Services  
Inspector  
JPAO  
Provost Marshal  
Staff Judge Advocate  
Superintendent, CLDS

(2) Proposals requiring a change to a Base Order or that request waiver of a higher level directive may be approved only by the Commanding General/Chief of Staff.

(3) All proposals recommended for disapproval will be reviewed by the Commanding General. The Commanding General will retain sole authority to disapprove proposals.

(4) Final decision authority on proposals that relate to operations under the direct command control of the Commanding Officer, MCAS, New River and the Director, East Coast Commissary Complex (ECCC) is retained by the Commanding Officer and Director, respectively. References (a) and (b) provide authority for final approval and payment of cash awards to the Commanding Officer/Complex Officer and limits the amount for local approval to \$5,000 for civilian and military personnel.

d. Funding of Proposals. Current overall funding levels cannot be increased to support Base Quality Improvement Program proposals. Proposals should be self-supporting or generate cost savings that can be used to support other improvements. However, several DoD programs can be used for fund innovations. The primary sources of productivity funds available to MCB Camp Lejeune are the Productivity Investment Fund and the Productivity Enhancement Capital Investment Program. The operation of these programs is detailed in reference (c). The Base Quality Improvement Program will be used to stimulate and maximize the use of these funding programs to increase productivity in MCB organizations. All managers and supervisors should actively encourage and seek out projects that use productivity funding and submit these ideas as Base Quality Improvement Program proposals.

e. Limitation on Waivers

(1) Public laws cannot be violated, but the DoD has agreed to seek relief from legislative or executive controls where possible.

(2) Personnel laws cannot be waived except through the Demonstration Project authority under 5 U.S.C. 4701, et seq. However, Bases may nominate candidates for Demonstration Projects.

(3) Compliance with existing union agreements and labor relations obligations is required.

f. Incentive Awards

(1) Individuals or groups submitting proposals that are approved can be provided monetary awards and/or other forms of meritorious recognition as set forth in enclosure (2).

(2) Monetary awards will be processed in accordance with the scales established for cash awards set forth in enclosure (3).

(3) Whenever feasible, savings will be redirected to the benefit of the organization and/or individuals submitting the proposals.

6. Action

a. Civilian Personnel Director. Exercise general administrative responsibility for the Command Incentive Awards Program and process approved Base Quality Improvement proposals for monetary awards in accordance with the criteria provided by the references. Include information provided by EDMP on Base Quality Improvement proposals in Incentive Awards reports submitted to higher headquarters.

b. Executive Director, Management and Plans. Coordinate review and analysis of all proposals and provide administrative support to the program. EDMP will:

(1) Provide initial receipt, logging, and tracking of all proposals.

(2) Ensure that proposals received from tenant personnel relating solely to operational matters falling under the cognizance of a tenant command are re-addressed for consideration by the appropriate tenant commander.

(3) Provide periodic status reports of all active proposals to the Commanding General, MCB, organizations, and to each individual submitting a proposal.

(4) Coordinate staffing review of each proposal.

(5) Provide analytical support as necessary in the evaluation of proposals.

(6) Coordinate the conduct of test projects and follow-up reviews to determine the effectiveness of proposals.

(7) Encourage participation in the Base Quality Improvement Program by providing posters, news articles, and other appropriate forms of publicity.

(8) Coordinate the processing of approved proposals for monetary awards and other forms of recognition with the Civilian Personnel Division.

(9) Provide information as necessary to the Civilian Personnel Director for inclusion in Incentive Awards reports.

c. Department Heads, Organizational Commanders, and all Military and Civilian Supervisors. Actively support and encourage participation by all personnel in the Base Quality Improvement Program. Support the development of innovative ideas through competition, incentives, and positive recognition. Expedite the processing of proposals that are referred for staffing review and act as the designated

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proponent of all proposals submitted by personnel under their cognizance. Encourage the development of projects using productivity investment funds as outlined in reference (c).

7. Concurrence. This Order has been coordinated with and concurred in by the Commanding Officer, Marine Corps Air Station, New River; and the Director, East Coast Commissary Complex, Camp Lejeune.



D. F. ANDERSON  
Acting Chief of Staff

DISTRIBUTION: A less CAT's III and IV, except No's 4 & 16 of Cat IV



# QUALITY IMPROVEMENT PROGRAM

## PROPOSAL

### MARINE CORPS BASE CAMP LEJEUNE



#### INSTRUCTIONS

1. SUBMITTER COMPLETE FRONT OF FORM ONLY.
2. PLEASE PRINT OR TYPE LEGIBLY.
3. USE ADDITIONAL SHEETS IF NECESSARY.
4. FORWARD COMPLETED PROPOSAL TO EDMP, MCB

DO NOT WRITE IN THIS SPACE

DATE RECEIVED

TITLE OR SUBJECT OF PROPOSAL

PROPOSAL NUMBER

NAME, TITLE, GRADE/RANK OF SUBMITTER(S)

SOCIAL SECURITY NUMBER

WORK SECTION /PHONE

CURRENT PROCEDURE

PROPOSED PROCEDURE (If a directive/order must be waived to implement proposal identify and attach the specific reference.)

BENEFITS/ADVANTAGES

I (WE) UNDERSTAND THAT THE ACCEPTANCE OF A CASH AWARD FOR THE USE OF THIS PROPOSAL BY THE UNITED STATES GOVERNMENT SHALL NOT FORM THE BASIS OF A FURTHER CLAIM OF ANY NATURE UPON THE UNITED STATES BY ME (US), MY (OUR) HEIRS, OR ASSIGNS.

(SIGNATURE AND DATE)

(SIGNATURE AND DATE)

QUALITY IMPROVEMENT PROGRAM

MCBCL 11800 (REV. 3-91)

Excellent Installations - The Foundation Of Defense

FUNCTIONAL CODE:

DIRECTIVE:

LEVEL OF PROPOSAL:

FUNCTIONAL MANAGER RECOMMENDATION:

DATE:

☐ APPROVE

☐ APPROVE W /MODIFICATION

☐ DISAPPROVED

☐ TEST

REMARKS:

WIP

COMMANDING GENERAL ACTION:

DATE:

☐ APPROVE

☐ DISAPPROVED

☐ FORWARDED TO HIGHER AUTHORITY

REMARKS:

S

ACTION BY HIGHER AUTHORITY

DTG OF MCBCL REQUEST:

DTG OF RESPONSE:

FINAL ACTION

OTHER RECOGNITION:  
DATE SUBMITTER (S) NOTIFIED:

## AWARD GUIDELINES

1. Award Eligibility. All civil service, NAF employees, and military personnel of those concurring activities. No personnel, civilian or military, supervisory or nonsupervisory, are barred from receiving award consideration solely because of their position, title, or assigned duties.
2. Adoption of a Proposal. A proposal will be considered as adopted and eligible for award consideration when it is actually put into effect by management (actual operation or a written management commitment to place into operation). The adoption action may be taken by the originating activity, another activity, another government department, or agency.
3. Determining the Amount of a Cash Award. Following approval of each proposal, EDMF, in conjunction with cognizant organizations, will acquire necessary information to complete the NAVSO 5305/5.
  - a. The amount of a cash award is determined by applying the Scales for Determining Amount of Cash Award, enclosure (3), to the dollar benefits or intangible benefits which accrue or are expected to accrue during the first full year the suggestion is in operation.
  - b. "First full year" is the first year (12 consecutive months) the improvement is in actual operation (exclusive of trial periods, experimentation, or other periods of deferred implementation). When it is known at the time of adoption that the idea will be used for less than a full year, the amount of the award is based on the benefits that accrue or are expected to accrue during the period of actual use.
  - c. The minimum award for tangible benefits can be granted only when the benefits reach or exceed \$250. The minimum award for intangible benefits requires a comparable standard--the value to the government must be comparable to contributions receiving equivalent awards on the basis of tangible results.
  - d. When safety is the intangible benefit, the award scale based on the assignment of safety points will be used.
4. Special Interim Awards. In instances where experimental work, trial tests, or other delays are necessary to determine the value of an employee contribution, an interim award may be granted. The interim award will not exceed \$50 and may be paid when it is reasonably certain that the value of the employee contribution will be over \$500 and that the suggestion will be implemented. The initial cash award will be considered as part of the total award. No adjustment downward in this interim award will be made when the final evaluation of the improvement has been made. Further award consideration will be based on actual first-year benefits.
5. Determining the Extent of Job Responsibilities. To be eligible for a cash award, the proposal must be outside the submitter's job responsibilities or so superior that it warrants special recognition.
  - a. A proposal exceeds normal job expectancy if the submitter is not expected or required to make proposals of the type and quality under consideration; or if the proposal affects the work of other employees, other sections within the department, and/or other departments within the command.
  - b. A proposal does not exceed normal job expectancy if the nature of the proposal is such that the submitter's performance would be judged less than satisfactory if the proposal had not been made; or if the proposal is one pertaining only to the submitter's work or immediate work area which the submitter can place into operation without consulting higher authority.
  - c. If only a portion of a proposal falls within the range of normal job expectancy, it does not mean that the entire proposal is excluded from award

consideration if an estimate can be made of the percentage that the idea exceeds normal job expectancy.

6. Modification of Proposals by Management. An award may be granted for a proposal which, though not adopted in the form originally submitted, was directly instrumental in motivating management to action in making an improvement. The award amount should reflect the value of the contribution.

7. Lack of Originality. Lack of originality in a proposal will not in itself justify denying an award. The award determination will be based entirely on the usefulness of the idea to the government and the eligibility of the employee.

8. Duplicate Proposals. Duplicate proposals will be recognized as such and the employee submitting the original proposal receives the adoption credit and award if otherwise eligible. However, when a duplicate proposal is instrumental in motivating management's action in adopting a proposal previously disapproved, the duplicate submitter(s) may also be awarded for its contribution.

9. Delayed Implementation. Submitters are eligible for cash awards for ideas initially disapproved but later implemented if the conditions prompting the initial disapproval remain substantially the same.



SCALES FOR DETERMINING AMOUNT OF CASH AWARD

BASED ON TANGIBLE BENEFITS

<u>Estimated First-Year Benefits</u> (Labor, materials and cost of services)	<u>Amount of Award</u>
Up to \$10,000	10% of benefits
\$10,000 - \$100,000	\$1,000 for the first \$10,000, plus 3% of benefits over \$10,000
\$100,001 or more	\$3,700 for the first \$100,000 plus .5% of benefits over \$100,000

BASED ON INTANGIBLE BENEFITS

(See chart on page 2)

BASED ON ASSIGNMENT OF SAFETY POINTS

\$25 for a total score of 25 to 36 points  
\$30 - \$75 for a total score of 37 to 72 points  
\$80 - \$300 for a total score of 73 to 108 points

## AWARDS SCALE FOR INTANGIBLE BENEFITS

Value of Benefit	Extent of Application			
	Limited	Extended	Broad	General
	Affects functions, mission or personnel of one office, facility, installation or an organizational element of a headquarters.  Affects a small area of science or technology.	Affects functions, mission or personnel of several offices, facilities, or installations.  Affects an important area of science or technology.	Affects functions, mission, or personnel or an entire regional area of command. May be applicable to all of an independent agency or a large bureau.  Affects a broad area of science or technology.	Affects functions, mission or personnel of several regional areas or commands, or an entire department or large independent agency, or in the public interest throughout the Nation or beyond.
MODERATE VALUE -  Change or modification of an operating principle or procedure which has moderate value sufficient to meet the minimum standards for a cash award; an improvement of rather limited value of a product, activity, program, or service to the public.	\$25 - 100 (compare w/\$250 - 1,000 tangible benefits)	\$100 - 250 (compare w/\$250 - 1,000 tangible benefits)	\$250 - 500	\$500 - 1,000
SUBSTANTIAL VALUE -  Substantial change or modification of an operating principle or procedure, an important improvement to the value of a product, activity, program, or service to the public.	\$100 - 250 (compare w/\$1,000 - 2,500 tangible benefits)	\$250 - 500 (compare w/\$2,500 - 5,000 tangible benefits)	\$500 - 1,000 (compare w/\$5,000 - 10,000 tangible benefits)	\$1,000 - 2,500
HIGH VALUE -  Complete revision of a basic principle or procedure; a highly significant improvement to the value of a product, major activity, or program, or service to the public.	\$250 - 500	\$500 - 1,000 (compare w/\$5,000 - 10,000 tangible benefits)	\$1,000 - 2,500 (compare w/\$10,000 - 20,000 tangible benefits)	\$2,500 - 5,000 (compare w/\$20,000 - 30,000 tangible benefits)
EXCEPTIONAL VALUE -  Initiation of a new principle or major procedure; a superior improvement to the quality of a critical product, activity, program or service to the public.	\$500 - 1,000	\$1,000 - 2,500	\$2,500 - 5,000 (compare w/\$50,000 - 100,000 tangible benefits)	\$5,000 - 10,000 (compare w/\$100,000 - 200,000 tangible benefits)